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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Patient Care

**Class Series:** Social Service Assistants

**Grid:** 32

**Class Title:** Social Service Assistant III

### **I. Level Definition**

Positions at this level supervise Social Service Assistants and other designated staff and oversee the planning and implementation of programs to meet the physical, emotional, intellectual and social needs of the patient.

### **II. Typical Duties**

- (1) Supervises Social Service Assistants and other designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
- (2) Oversees and updates standards and procedures.
- (3) Interviews patients with social and/or emotional problems in order to identify problems and needs; obtains additional information as required from a variety of sources such as family and nursing staff.
- (4) Assesses problems by consulting with a variety of resource area such as occupational therapy, social worker, family and nursing/medical staff to identify patient's needs and sets up treatment plan.
- (5) Performs therapeutic counseling utilizing a variety of techniques such as one-on-one, group and family counseling.
- (6) Review patient's progress and modifies treatment plan as required.
- (7) Performs other related duties as assigned.

### **III. Qualifications**

#### **(1) Education, Training and Experience**

Graduation from a recognized degree program in Social Science plus two year's recent, related experience including one year in a supervisory capacity or an equivalent combination of education, training and experience.

#### **(2) Skills and Abilities**

- (i) Ability to communicate effectively both verbally and in writing.
- (ii) Ability to deal with others effectively.
- (iii) Physical ability to carry out the duties of the position.
- (iv) Ability to organize work.
- (v) Ability to operate related equipment.